



# Specialized Dementia Care Program in Boarding Homes



## Continuous Quality Improvement Project Reporting Guidelines

Continuous quality or process improvement (CQI) uses four basic steps that can be summarized as:

- **PLAN:** Identify opportunities, develop theories, select a problem and state the desired outcomes.
- **DO:** Implement plan. Gather the data necessary to fully understand the problem and the “pilot results”. Test theories.
- **STUDY/CHECK:** Study what was learned – the outcome.
- **ACT:** Identify next step/s, act on test results.

<b>Your facility's CQI Project Summary must include the above four steps.</b> <ul style="list-style-type: none"> <li>To be considered complete, the project summary submitted to ADSA must include, at a minimum, the <b>elements below</b>.</li> <li>ADSA staff will review the summary for the <b>elements below</b>, using the scoring criteria in the right hand column.</li> </ul>	Need More information?	Scoring Criteria
<p><b>A problem statement</b>, to include:</p> <ul style="list-style-type: none"> <li>▪ <b>Problem defined/described</b> <i>Clear, concise, focused, where possible should include quantifiable numbers</i></li> <li>▪ <b>Objective</b> <i>What you intend to do about problem, a realistic statement, should not include cause of or the solution to the problem</i></li> <li>▪ <b>Benefits</b> <i>That will be realized if the objective is met</i></li> </ul> <p><b>Note:</b> The identified problem should be reflective of a process/systemic issue. Benefits of addressing the problem should relate to improved client care/satisfaction. An individual client issue would not meet the criteria.</p>	<p><a href="#">WSQA Guide to PDCA for Specialized Dementia Care</a>, Pg. 18</p>	<p>Summary includes Statement (5 points)</p> <p>Problem Statement includes:</p> <ul style="list-style-type: none"> <li>• Objective</li> <li>• Benefit</li> </ul>



<b>Team members:</b> <ul style="list-style-type: none"> <li>▪ Team members/departments &amp; team leader <ul style="list-style-type: none"> <li>○ Team members must include administrator, a licensed RN and three other staff</li> </ul> </li> </ul>	<a href="#">WSQA Guide to PDCA for Specialized Dementia Care,</a> Pg. 7  <a href="#">WAC 388-78A-2460</a>	Includes required members (5 points)
<b>Improvement tools</b> used (might include): <ul style="list-style-type: none"> <li>▪ Brainstorming</li> <li>▪ Fishbone diagram</li> <li>▪ Affinity diagram</li> <li>▪ Data collection</li> <li>▪ SIPOC</li> <li>▪ 5 whys</li> <li>▪ Flow chart</li> <li>▪ Judgment model</li> <li>▪ Cost Justification</li> <li>▪ Force Field analysis</li> <li>▪ Other (describe):</li> </ul>	<a href="#">WSQA Guide to PDCA for Specialized Dementia Care,</a> Pg. 14 - 33	Demonstrated use of CQI tools  0= none  1= one  2= 2 or more
<b>Root cause:</b> <ul style="list-style-type: none"> <li>▪ Potential causes (contributing factors to the problem)</li> <li>▪ Focal /root cause (the factor on which you decided to focus in this project period)</li> </ul>	<a href="#">WSQA Guide to PDCA for Specialized Dementia Care,</a> Pg. 33 - 41	Root cause(s) identified 0= no 2- yes
<b>Solution/s identified:</b> <ul style="list-style-type: none"> <li>▪ What did you decide you would DO in order to address the cause/s of the problem? i.e., actions, steps, interventions, etc.</li> </ul>		Solution relevant to the problem statement and identified cause(s) = 2 points  Action steps or interventions identified = 2 points



<p><b>How did you track or measure progress?</b></p> <ul style="list-style-type: none"> <li>▪ Data gathering, collection plan <ul style="list-style-type: none"> <li>○ What, specifically, will you measure? (e.g., # falls, % of families with high satisfaction re: care, # discharges due to behaviors, % staff remaining &gt; one year, etc.)</li> <li>○ Over what time period, how many times? (e.g., “# falls/month in March; # falls/month in September” or “monthly over a six month time period”)</li> </ul> </li> </ul>	<p><a href="#"><u>WSQA Guide to PDCA for Specialized Dementia Care,</u></a> Pg. 22 - 29</p>	<p>Measurable relevant data identified, with a logical timeframe specified for a before and after look at how the measure changed = 2 points</p>
<p><b>Tool/s used to track/measure, would include :</b></p> <ul style="list-style-type: none"> <li>▪ Tick sheets, Check sheets</li> <li>▪ A survey (identify)</li> <li>▪ A regular report (identify)</li> <li>▪ Other (specify)</li> </ul> <p><b>Note:</b> Existing tools such as Incident Reports, Family Satisfaction Survey, Post-Fall Surveys, Discharge Summary, etc. or Checklists/Tick Sheets developed for a specific project</p>	<p><a href="#"><u>WSQA Guide to PDCA for Specialized Dementia Care,</u></a> Pg. 21-33</p>	<p>Data collection tool/s identified = 2 points</p>
<p><b>What was the result/outcome?</b></p>		<p>Results/outcomes of intervention identified and summarized = 4 points</p>
<p><b>Given what you found, in your next step, what will you do ...</b></p> <ul style="list-style-type: none"> <li>▪ Make adjustments/refinements and continue working on this same problem?</li> <li>▪ Implement on a broader scale?</li> <li>▪ Begin working on a new problem?</li> <li>▪ Other?</li> </ul>		<p>Next steps relevant to the above are identified and seem appropriate based on CQI project. = 5 points</p>